

Service Level Agreement
Annex Internet Access

1. Internet speeds
 - 1.1. "Internet speeds" means the by NE provided speed towards the NE internet core, on your Internet Access service.
 - 1.2. "NE internet core" consists out of a collection of internet peering exchanges, private peerings and IP transit providers.
 - 1.3. Transparency / net-neutrality regarding "internet speed"
 - 1.3.1. Minimal download and upload speed: Equal to ordered speed, visible on invoice;
 - 1.3.2. Normal download and upload speed: Equal to ordered speed, visible on invoice;
 - 1.3.3. Maximal download and upload speed: Equal or higher than ordered speed, visible on invoice.
 - 1.4. NE will make sure to have additional capacity on the "NE internet core". This is done by monitoring the "NE internet core" network. In case the total usage exceeds 60% of the total capacity on the "NE internet core", NE will start making adjustments such as upgrading or adding additional capacity on the "NE internet core".
 - 1.5. Exclusion/outside scope
 - 1.5.1. NE does not operate third party networks and therefore cannot guarantee the throughput (speed) on:
 - 1.5.1.1. Your (local) fiber network provider;
 - 1.5.1.2. Remote internet peerings.